

TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman
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DOCKET ROOM

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

April 29, 2003

Mr. Jim R. Dry
Image Access, Inc. d/b/a New Phone
3525 Causeway Blvd., Suite 501
Metairie, Louisiana 70002

RE: Docket # 03-00270

Dear Mr. Dry:

By statute CLEC applicants are required to demonstrate their managerial, financial and technical abilities to provide the services for which they seek authority. To assist the Authority in its review of Image Access, Inc. d/b/a NewPhone application for a Certificate of Convenience and Necessity to provide facilities-based and resold local exchange telecommunications services within the state of Tennessee, you are requested to provide the information on the attachment.

Please provide this information by May 14, 2003. If you have any questions concerning this request or need additional information, please call Patsy Fulton at 615-741-2904 ext. 193.

Sincerely,

Joe Werner, Chief of Telecommunications

Attachment

Cc: Docket File

Image Access, Inc. d/b/a NewPhone
Data Request
April 29, 2003

1. Numbering Issues

Please provide answers to the following questions concerning numbering within your proposed service area.

1. What is your company's expected demand for NXXs per NPA within a year of approval of your application?
2. How many NXXs do you estimate that you will request from NANPA when you establish your service footprint?
3. When and in what NPA do you expect to establish your service footprint?
4. Will the company sequentially assign telephone numbers within NXXs?
5. What measures does the company intend to take to conserve Tennessee numbering resources?
6. When ordering new NXXs for growth, what percentage fill of an existing NXX does the company use to determine when a request for a new NXX will be initiated?

2. Tennessee Specific Operational Issues

Please provide answers to the following questions concerning Tennessee Specific Operational Issues.

1. How does the company intend to comply with TCA §65-21-114? In its description, please explain technically how the company will not bill for countywide calls within Tennessee.
2. Is the company aware of the Tennessee County Wide Calling database maintained by BellSouth and the procedures to enter your telephone numbers on the database?
3. Is your company aware of the local calling areas provided by the Incumbent Local Exchange Carriers in your proposed service areas?

4. Explain the procedures that will be implemented to assure that your customers will not be billed long distance charges for calls within the metro area.
 5. Please provide the name and telephone number of an employee of your company that will be responsible to work with the TRA on resolving customer complaints.
 6. Does the company intend to telemarket its services in Tennessee? If yes, is the company aware of the telemarketing statutes and regulations found in TCA §65-4-401 *et seq.* And Chapter 1220-4-11?
3. Please provide a Toll Dialing Parity Plan.